

Fewer Phone Calls, Happier Staff

At Specialists in General Surgery in Minnesota, hours of reminder calls each day led to staff burnout. By reminding patients about due care and upcoming appointments with Luma instead of manual calls, they've been able to refocus their care hours, reducing the small team's workload and improving staff satisfaction.

Appointment reminders saved up to 20 hours per week of additional staff time.

“Luma takes an incredible lift off our team by giving them more time to focus on patients instead of reminder calls. I didn't realize just how much of a tremendous employee morale booster Luma would be.”

Anita Caskey,
Chief Administrative Officer
Specialists in General Surgery

How Specialists in General Surgery partners with Luma for office efficiency:

Facing industry-wide staff shortages and hours of phone calls, SGS needed to take manual tasks off of staff members and help free up time for more meaningful face-to-face patient interactions. “**We weren't able to communicate with patients as frequently as we needed to through eCW alone,**” said Caskey.

Luma has added efficiency at SGS with:



Automated Appointment Reminders

Before Luma, 3-5 full-time staff manually called patients each day to remind them of appointments or pre-op instructions. Luma's automated text reminders have saved up to 20 hours per week of staff time.



Surgery Scheduling

Surgery schedulers can now multitask by communicating simultaneously with patients and insurance companies to verify coverage & book care procedures. Instead of waiting for a callback, patients are able to schedule at their convenience.



Unlimited Messages

With Luma, Specialists in General Surgery no longer faces the constraints of pay-per-message texting and can rely on a text-first outreach strategy, amplifying SGS' patient outreach efforts.

Ready to increase your practice's efficiency and staff satisfaction like SGS?
Schedule a Luma demo today.

